

**DELAWARE KINSHIP NAVIGATOR  
TITLE III-E**

**1.0 SERVICE DEFINITION**

- 1.1 Relative caregivers age fifty-five (55) and older who are raising other relatives' children will be served by the Delaware Kinship Navigator acting as a point of contact for services to assist them with information as well as linkages to their community resources.

**2.0 SERVICE GOALS**

- 2.1 To inform relative caregivers in Delaware of services available to them and to facilitate access to service systems.

**3.0 SERVICE AREA**

- 3.1 Services are available to all eligible residents of the state of Delaware.

**4.0 SERVICE LOCATION**

- 4.1 Services shall be provided statewide via telephone or e-mail.

**5.0 SERVICE STANDARDS**

- 5.1 The Provider shall:
  - 5.1.1 Develop and operate an information and referral service for grandparents and relatives raising other relatives' children.
  - 5.1.2 Train a Kinship Navigator Specialist to refer callers to the appropriate state or private agency to meet their needs.
  - 5.1.3 Have available a designated and trained "back up" during normal business hours for when the Kinship Navigator Specialist is not available.
  - 5.1.4 Treat all callers with courtesy, respect and compassion.
  - 5.1.5 Collaborate with a variety of community agencies and organizations to assemble information for the Kinship Navigator data base.
  - 5.1.6 Insure that community-specific resources are included in the Delaware Kinship Navigator Program data base.
  - 5.1.7 Conduct follow-up calls to ascertain usefulness of information provided.
  - 5.1.8 Maintain and submit statistical client information as required by Title III-E of the Older Americans Act and the Division.
  - 5.1.9 Keep information confidential by maintaining all files in secure locations and electronic files protected by the appropriate level of electronic security.
- 5.2 **Prohibited Activities**
  - 5.2.1 Caregivers and professionals using the services of the Delaware Kinship Navigator shall not be charged any fee of any type.

## **6.0 INVOICING REQUIREMENTS**

- 6.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q, Invoicing.
- 6.2 The following documentation will also be included with the invoice:
  - 6.2.1 Spread sheet showing monthly and year-to-date program expenses.

**DELAWARE KINSHIP NAVIGATOR PROGRAM**  
**PLANNED SERVICE UNITS AND PROPOSED OBJECTIVES**

**TITLE III-E**

**GRANTEE/AGENCY NAME:** \_\_\_\_\_

**PROGRAM NAME:** \_\_\_\_\_

<b>Planned Service Units: (All counts are unduplicated)</b>	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>	<b>TOTAL</b>
1. Number of unduplicated clients served.					
2. Number of referrals made as a result of calls received.					
3. Number of professionals accessing the service.					
4. Trainings provided for staff.					
5. Number of outreach presentations, events attended.					
6. Number of callers receiving follow-up calls within 30 days of their initial contact.					
7. Number of Spanish speaking callers.					
8. Number of callers handled through the Delaware Relay Service.					

**NOTE:** The above projections (goals) are compared with actual statistics on the Service Objectives Status Form, which is Page 2 of the Quarterly Program Performance Report.